

2011 Military Health System Conference

Total Force + TRICARE® = MHS Commitment

**To Reserve Warriors and Their Families:
Before, During and After Activation**

The Quadruple Aim: Working Together, Achieving Success

Jody W. Donehoo, Ph.D.

January 25, 2011



TRICARE Management Activity



What Is TRICARE®?

What is TRICARE®?

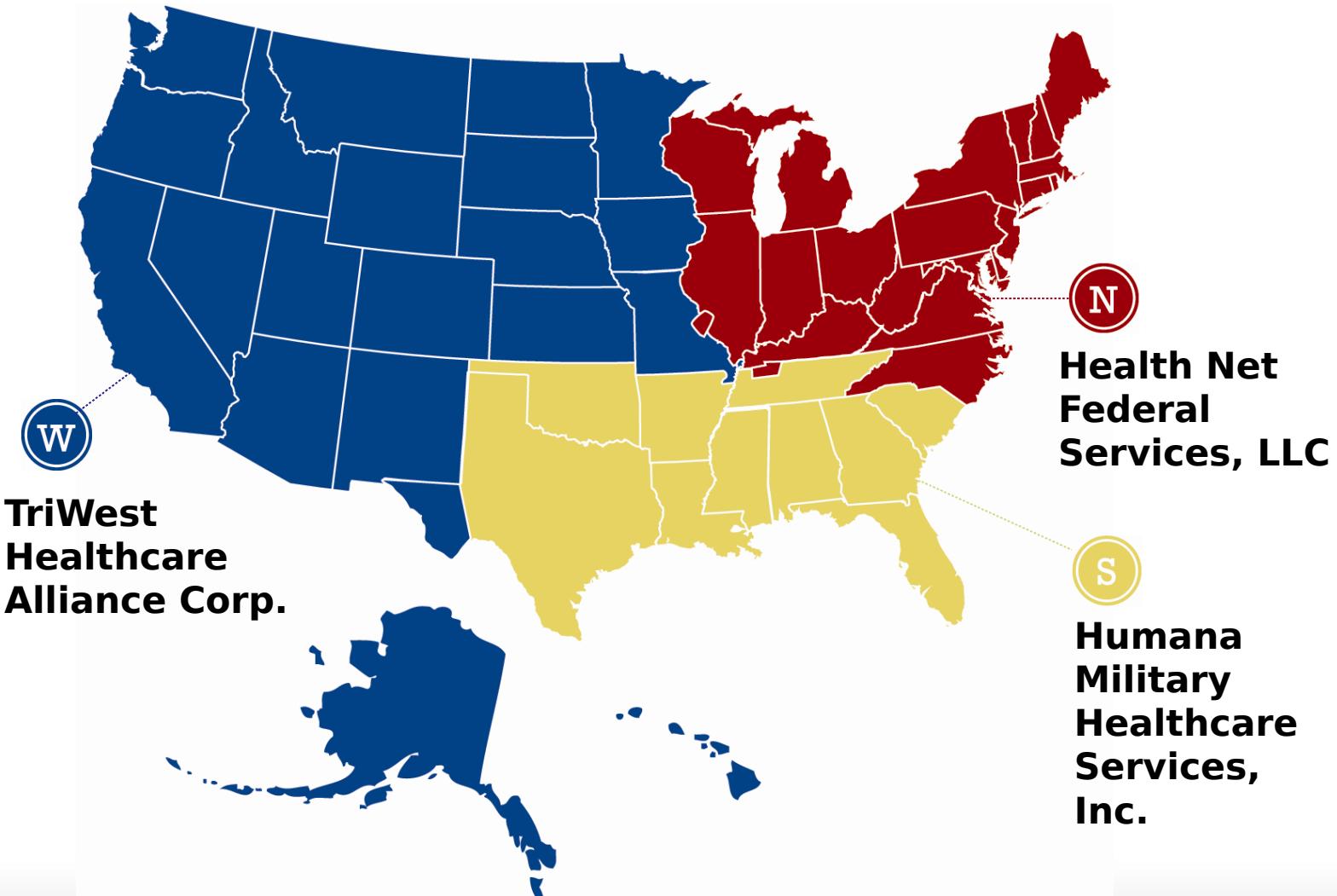
TRICARE® is...

- ... the **health care program** for active duty service members, National Guard and Reserve members, retirees, family members, survivors, and certain former spouses worldwide.
- ... a **network** of military and civilian health care professionals working together to foster, protect, sustain, and restore health for those entrusted to their care.

TRICARE® Stateside Regions



What is TRICARE®?



**TriWest
Healthcare
Alliance Corp.**

N
**Health Net
Federal
Services, LLC**

S
**Humana
Military
Healthcare
Services,
Inc.**



TRICARE Eligibility

Registration in DEERS is key to TRICARE eligibility

- Register your family members in the Defense Enrollment Eligibility Reporting System (DEERS)
 - In person at a uniformed services identification (ID) card-issuing facility:
www.dmdc.osd.mil/rsl/owa/home
 - By sending changes and required documentation to:

Defense Manpower Data Center Support Office
(DMDC)
400 Gigling Road
Seaside, CA 93955-6771

Take Action: Register Your Family in DEERS



- Proper documentation is required
- To verify eligibility
 - Go to www.mydodbenefits.dmdc.mil
 - local MTF's Patient Admin Office
 - contact your Service's personnel office



Updating DEERS

TRICARE Eligibility

- Keep your contact information up to date
 - Online: www.dmdc.osd.mil/appj/address/
 - By Phone: 1-800-538-9552
 - By Fax: 1-831-655-8317
 - Visit an ID card-issuing facility
www.dmdc.osd.mil/rsl/owa/home
- Remember to register/update DEERS whenever there is a change in the family (marriage, birth, adoption, divorce, death, etc.) or when you move
- More information: www.tricare.mil/DEERS

Coverage Life Cycle



TRICARE Eligibility

Inactive Status:

TRICARE Reserve Select (TRS),
Line of Duty (LOD) &
TRICARE Retired Reserve (TRR)



Post-Activation:

Transitional Assistance Management Program (TAMP)
& Continued Health Care Benefit Program (CHCBP)



Pre-Activation:

Active Duty Benefits



Active:

Active Duty Benefits

The Quadruple Aim: The MHS Value Model



Experience of Care

Providing a care experience that is patient and family centered, compassionate, convenient, equitable, safe and always of the highest quality.

Readiness

Ensuring that the total military force is medically ready to deploy and that the medical force is ready to deliver health care anytime, anywhere in support of the full range of military operations, including humanitarian missions.



Population Health

Reducing the generators of ill health by encouraging healthy behaviors and decreasing the likelihood of illness through focused prevention and the development of increased resilience.

Per Capita Cost

Creating value by focusing on quality, eliminating waste, and reducing unwarranted variation; considering the total cost of care over time, not just the cost of an individual health care activity.



Early Eligibility

- Eligible up to 180 days before activation
 - delayed-effective-date active duty orders
 - Greater than 30 days
 - In support of a contingency operation
 - Personnel updates your status in DEERS
- Provides the active duty TRICARE benefit to you and your eligible family members
- If your orders are rescinded prior to your reporting date
 - Active duty TRICARE coverage ends
 - May qualify to purchase TRICARE Reserve Select
 - May wish to reinstate your employer-sponsored health plan

Medical Coverage



Photo courtesy of the National Guard



Medical Coverage

- TRICARE benefit **same as** any other active duty service member
- Routine care
 - Visit a military treatment facility (MTF)
 - www.tricare.mil/mtf
 - Find a civilian TRICARE provider
 - only when an MTF isn't available
 - www.tricare.mil/findaprovider
- Urgent and specialty care
 - Contact the Military Medical Support Office (MMSO)
1-888-MHS-MMSO (1-888-647-6676)
- Emergency care
 - Call 911 or go to the nearest emergency room
- Enroll in TRICARE Prime at your final duty station in accordance with your command's guidance



Medical Coverage

- Same as any other active duty family member
- TRICARE Standard: Available worldwide
 - Assigned by default in DEERS
 - No enrollment required
- TRICARE Extra: Available in the U.S.
- TRICARE Prime:
 - Available in Prime Service Areas (PSAs)
 - US Family Health Plan (USFHP): Available in six designated areas across the United States
- TRICARE Prime Remote for Active Duty Family Members (TPRADFM): Available in remote locations

Adapted for families of activating reservists

- Reserve sponsor and family reside together in a TPR ZIP code (as seen in DEERS) at start of early eligibility or at activation, whichever is earlier
- ZIP Code Look-up: www.tricare.mil/tpr
- Eligible for TPRADFM only while remaining at that residence



Medical Coverage

- No referrals necessary
 - Certain services require prior authorization
 - In the event of an emergency, call 911 or go to the nearest hospital
- Locate a MTF for space-available care
 - MTF locator: www.tricare.mil/mtf
- For **TRICARE Extra**, locate a TRICARE Network provider
 - Contact the TRICARE regional contractor, check their website, visit a TRICARE Service Center (TSC)
- For **TRICARE Standard**, locate a non-network TRICARE-authorized provider
 - Check your phone book or www.tricare.mil/findaprovider
 - Ask provider's office, **"Do you accept TRICARE?"**
 - If not, invite the provider to become TRICARE-authorized
 - Provide phone number to your TRICARE regional contractor or
 - www.tricare.mil/becomeAprovider

TRICARE Standard and TRICARE Extra: Costs



Medical Coverage

- Annual deductible based on sponsor's pay grade:
 - E4 and below: \$50 per individual or \$100 per family
 - E5 and above: \$150 per individual or \$300 per family
- Cost shares/copayments for sponsor and covered family members same as those for active duty family members
 - Outpatient: 15% for network and 20% for non-network
 - Inpatient: daily rate (adjusted annually) with a \$25 minimum
- Catastrophic cap
 - \$1000/family for covered medical service
- If active duty is in support of a contingency operation
 - Deductible is waived
 - Up to 115% of the allowable charge is covered
- For the most up-to-date cost information, visit www.tricare.mil/costs



TRICARE Prime: Enrollment

- Enroll via the Beneficiary Web Enrollment (BWE) site at <https://www.dmdc.osd.mil/appj/bwe/>
- Fill out the TRICARE Prime Enrollment Application and PCM Change Form (DD Form 2876) www.tricare.mil/forms
- Family members enrolled in TRICARE Prime during early eligibility do not need to re-enroll when sponsor reports to active duty

Medical Coverage

Beneficiary Web Enrollment Line

Log On

Welcome to TRICARE's Beneficiary Web Enrollment

AGENCY DISCLOSURE NOTICE

The public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Executive Services and Communications Directorate (0730-0008). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

PRIVACY ACT STATEMENT

AUTHORITY: 5 U.S.C. 352a, 10 U.S.C. 1079 and 1086, 50 FR 45310, 65 FR 30906, May 15, 2000.

PRINCIPAL PURPOSE(S): To evaluate eligibility for medical care provided by civilian sources to Military Health Service System beneficiaries applying for coverage under the TRICARE Program (32 CFR 199.1.).

TRICARE PRIME ENROLLMENT APPLICATION AND
PCM CHANGE FORM
(Please read Agency Disclosure Notice, Privacy Act Statement, and
Instructions before completing this form.)

OMB No. 0720-0008
OMB approval expires
Feb 28, 2010

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The public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Executive Services and Communications Directorate (0720-0008). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

TRICARE Prime: Getting Care



Medical Coverage

- Affordable and comprehensive health care coverage
- Primary care manager (PCM) delivers most routine care
- PCM coordinates urgent and specialty care (referrals required)
- For emergencies, call 911 or go to the nearest emergency

TRICARE Prime: Costs



Medical Coverage

- No enrollment fees, deductibles, or cost-shares
- Pharmacy copayments apply when using civilian pharmacies
- Point-of-service (POS) option available
- Catastrophic cap
 - \$1,000/family for covered medical services
- Enrollment fees and co-payments apply to retirees

US Family Health Plan (USFHP)



Medical Coverage

- TRICARE Prime option
- Available in six service areas across the country
- NOT available to active duty service members
- More information www.usfhp.com



Behavioral Health Care Services



Medical Coverage

- **Emergency services:** Required when an individual considers himself or herself, or is perceived by others to be, an immediate risk to self or others
 - Call **911** or go to the nearest emergency care facility
 - Call the **National Suicide Prevention Lifeline** at 1-800-273-8255
- **When covered by TRICARE** (activation cycle or TRICARE Reserve Select)
 - **Telemental Health Program:** Connects beneficiaries with off-site providers through audio-visual conferencing
 - **Outpatient services:** Behavioral health services provided
 - without an overnight stay
 - **Inpatient services:** Require an overnight stay (e.g., substance abuse “rehab” programs)
 - **TRICARE Assistance Program (TRIAP):** (active duty benefit)
 - Provides online, non-medical counseling from your home



Other Important Information

1	Active duty service members
2	Active duty family members enrolled in TRICARE Prime
3	Retired service members, their families, and all others enrolled in TRICARE Prime
4	Active duty family members not enrolled in TRICARE Prime and TRICARE Reserve Select beneficiaries
5	National Guard and Reserve members and their families, retired service members and their families, others not enrolled in TRICARE Prime, TRICARE Retired Reserve and all other eligible beneficiaries

TRICARE Pharmacy Program



Other Important Information

Pharmacy Option	Formulary		Non-Formulary
	Generic	Brand Name	
MTF Pharmacy (up to a 90 -day supply)	\$0	\$0	N/A
TRICARE Pharmacy Home Delivery (up to a 90 -day supply)	\$3	\$9	\$22
Retail Network Pharmacy (up to a 30 -day supply)	\$3	\$9	\$22
Non-Network Retail Pharmacy (up to a 30 -day supply)	TRICARE Prime: 50% cost-share after point-of-service deductible is met Other Programs: \$9 or 20% of total cost <i>(whichever is greater)</i>		TRICARE Prime: 50% cost-share after point-of-service deductible is met Other Programs: \$22 or 20% of total cost <i>(whichever is greater)</i>
Express Scripts, Inc.	after the annual deductible is met	wwwexpress-scripts.com/TRICARE	after the annual deductible is met



Other Important Information

- Automatic coverage
 - Upon early eligibility or activation
 - If previously enrolled in the TRICARE Dental Program (TDP), the sponsor is automatically disenrolled and covered by Active Duty benefits.
- Seek care from dental treatment facilities (DTFs)
- **Active Duty Dental Program (ADDP)**
 - For those in remote locations and/or requiring civilian referrals
 - Provides civilian dental care
 - Must have Appointment Control Number (ACN) authorizing the care
 - DTF-referred: Referral Request Confirmation
 - Remote location: Appointment Request Form
 - More information: www.addp-ucci.com
- **International SOS** Regional Call Center arranges dental care in remote overseas locations



Other Important Information

- Voluntary, premium-based program
- Premiums depend on sponsor's status
- No 12 month lock-out for active duty family members

Service	Sponsor	One Family Member	More Than One Family Member	Sponsor and Family
Active Duty	N/A	\$12.69	\$31.72	N/A
National Guard and Reserve	\$12.69	\$31.72	\$79.29	\$91.98
Individual Ready Reserve	\$31.72	\$31.72	\$79.29	\$111.01

www.TRICAREdentalprogram.com

Transitional Assistance Management Program (TAMP)



Medical Coverage



Photo courtesy of Flickr user Herald Post

- Guard/Reserve active duty served more than **30 consecutive days** in support of a **contingency operation**
- 180 days of transitional health care benefits
- Begins the day after you separate from active duty
- All beneficiaries covered as active duty family members
- **Reenrollment necessary** for **TRICARE Prime** (where locally available)

TAMP: Program Options



Medical Coverage

- **TRICARE Standard**
 - Available worldwide
- **TRICARE Extra**
 - Available in the U.S.
- **TRICARE Prime**
 - Available in Prime Service Areas (PSAs)
- **US Family Health Plan (USFHP)**
 - Available in six designated areas in the United States
- **Overseas information**
www.tricare.mil/overseas



Medical Coverage

- Similar to COBRA continuation health coverage
 - 18 months of temporary, premium-based coverage
 - \$ 988/quarter for individual coverage
 - \$ 2,213/quarter for family coverage
- CHCBP eligibility begins the day after you lose active-duty TRICARE coverage or TAMP coverage ends
 - Must enroll within 60 days of loss of military benefits and pay monthly premiums
- Administered by **Humana Military Healthcare Services** for all regions
 - 800-444-5445
 - www.humana-military.com

Line of Duty Care



Medical Coverage

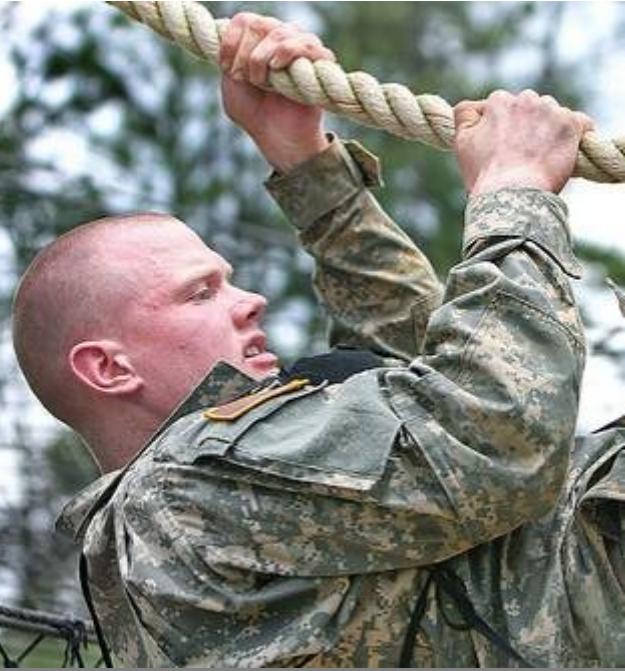


Photo courtesy of the U.S. Army

- Limited to illnesses, injuries, and diseases incurred or aggravated in the line of duty
- Includes conditions sustained while traveling to and from your duty station
- Must have a Line of Duty determination (LOD)
- Care provided at military hospitals or clinics or coordinated by the Military Medical Support Office (MMSO)



Medical Coverage

- Selected Reserve Member may qualify if:
 - Not eligible for, or enrolled in, Federal Employees Health Benefits (FEHB) program

www.tricare.mil/trs

- Log onto the
“Reserve Component Purchased TRICARE Application”
 - Follow the instructions to qualify
 - If qualified, print-out and sign the completed DD Form 2896-1, Reserve Component Health Coverage Request

DMDC Information and Technology for Better Decision Making

DMDC Reserve Component Purchased TRICARE Application (RCPTA)

Welcome to RCPTA!

DMDC Reserve Component Purchased TRICARE Application (RCPTA) is a premium-based health plan for qualified members and their families.

Please select an authentication type and click on the Continue button

RC Member (CAC, DFAS Account, DS Logon)
 Verifying Officer

Continue



Medical Coverage

- Mail
 1. Signed and completed request form (DD Form 2896-1)
 2. To TRICARE contractor address on form
 3. Make initial premium payment as indicated on ^{Monthly premiums}
^{form} (calendar year 2011)
 - 28% of the cost of the coverage by law
 - **\$ 53.16** Member-only coverage
 - **\$197.76** Member-and-family coverage
- For continuous TRICARE coverage
 - purchase TRS up to 30 days before TAMP ends, but no later than 60 days after end

Photo courtesy of the National Guard





Medical Coverage

- Retired Reserve Member less than age 60 may qualify if:
 - Not eligible for, or enrolled in, Federal Employees Health Benefits (FEHB) program
- www.tricare.mil/trs
- Log onto the
“Reserve Component Purchased TRICARE Application”
 1. Follow the instructions to qualify
 2. If qualified, print out and sign the completed DD Form 2896 Coverage Request

DMDC Information and Technology for Better Decision Making

DMDC Reserve Component Purchased TRICARE Application (RCPTA)

Welcome to RCPTA!

DMDC Reserve Component Purchased TRICARE Application (RCPTA) is a premium-based health plan for qualified members and their families.

Please select an authentication type and click on the Continue button

RC Member (CAC, DFAS Account, DS Logon)
 Verifying Officer

Continue



Medical Coverage

- Mail
 1. Signed and completed request form (DD Form 2896-1)
 2. To TRICARE contractor address on form
 3. Make initial premium payment as indicated on form
- Monthly premiums (calendar year 2011)
 - Full cost of coverage by law
 - \$ 408.01/month
Member-only coverage
 - \$1,020.05/month
Member-and-family coverage
- Retiree cost shares apply

Photo courtesy of the National Guard



TRR & TRS Enrollment



TRICARE Reserve Select

Total TRS plans

67,2

59

TRS member-only plans

25,22

6

TRS member ~~TRICARE~~ ~~Retired Reserve~~ plans

42,03

3

347

Total TRR plans

149

TRR member-only plans

198

TRR member & family plans

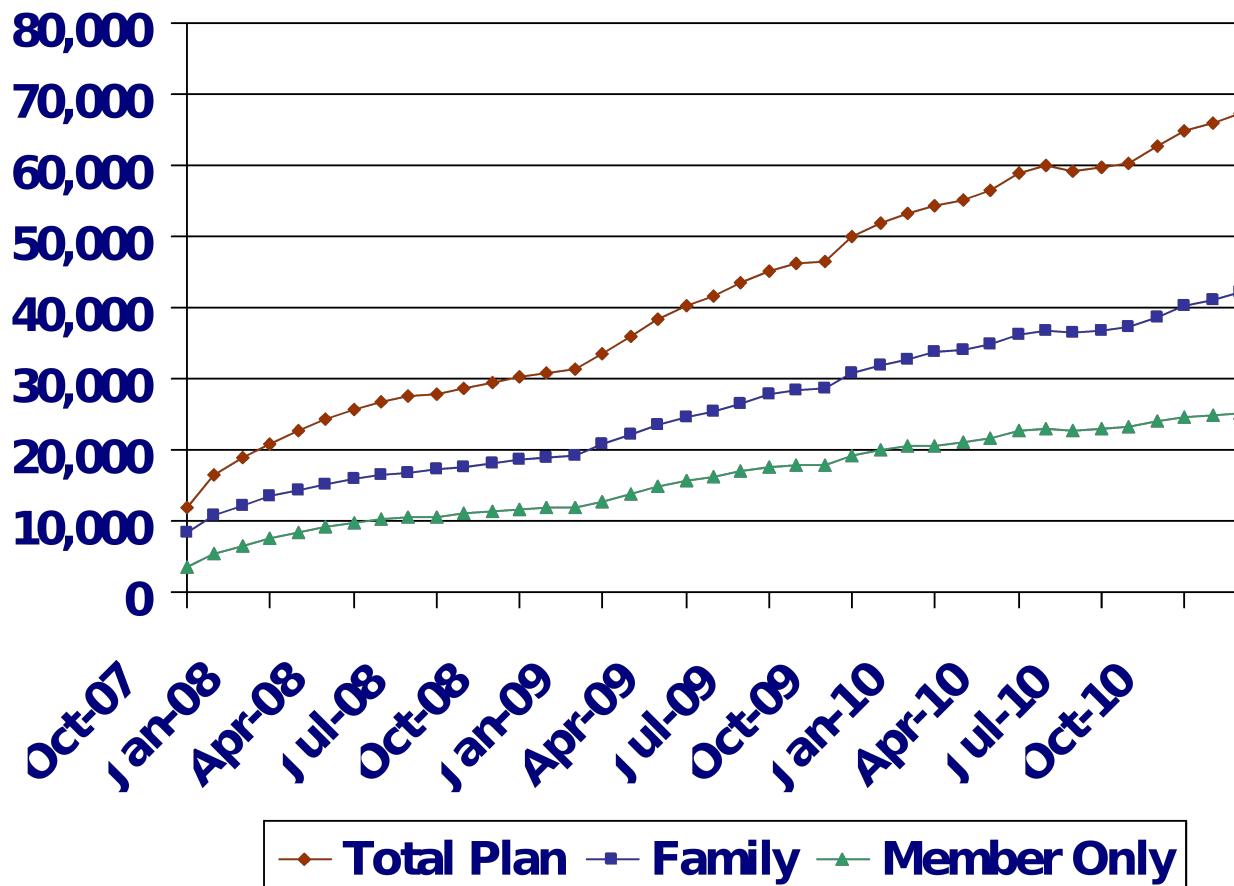
173,91 **TRS Covered Lives**

4

785

TRR Covered Lives

TRS Total Plans



TRICARE and Other Health Insurance



Other Important Information

- **ADSMs:** TRICARE is the sole source/primary payer of health care coverage when activated (or during early eligibility)
- **ADFM:** TRICARE serves as the secondary payer
- If you have other health insurance (OHI):
 - Fill out a TRICARE Other Health Insurance Questionnaire
www.tricare.mil/mybenefit/Forms.do
 - Follow the referral and authorization rules for your OHI
 - Tell your provider about your OHI and TRICARE

Protecting Your Health Care Rights



Other Important Information

- Uniformed Services Employment and Reemployment Rights Act (USERRA)
- Health care rights and protections include:
 - Continuing existing employer-based health plan
 - Reinstatement to employer's health plan
- DoD/National Committee for Employer Support of the Guard and Reserve (NCESGR):
 - 1-800-336-4590 or www.esgr.org/userra

Coverage Life Cycle



TRICARE Eligibility

Inactive Status:

TRICARE Reserve
Select (TRS),
Line of Duty (LOD) &
TRICARE Retired
Reserve (TRR)



Post-Activation:

Transitional Assistance
Management Program (TAMP)
& Continued Health Care
Benefit Program (CHCBP)



Pre-Activation:

Active Duty Benefits



Active:

Active Duty
Benefits



For Information and Assistance

Stateside Regional Contractors

TRICARE North Region
Health Net Federal Services
1-877-TRICARE (1-877-874-2273)
www.hnfs.com

TRICARE South Region

Humana Military Healthcare Services
1-800-444-5445
www.humana-military.com

TRICARE West Region

TriWest Healthcare Alliance
1-888-TRIWEST (1-888-874-9378)
www.triwest.com

General Contact Information

TRICARE Website: www.tricare.mil
Contacts: www.tricare.mil/contacts
MMSO: www.tricare.mil/tma/mmso

Overseas Regional Contractor

International SOS Assistance, Inc.
Eurasia-Africa:
+44-20-8762-8384
Latin America & Canada:
+1-215-942-8393
Pacific:
Singapore: +65-6339-2676
Sydney: +61-2-9273-2710
www.tricare-overseas.com

Connect with TRICARE Online!



www.tricare.mil/mediacenter